

AUG 7 2003

Memorandum

by Council Liaison's Office

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Leslye Corsiglia

SUBJECT: SEE BELOW

DATE: August 4, 2003

Approved

Ray Winer

Date

8/7/03

COUNCIL DISTRICT: Citywide

INFORMATION

SUBJECT: QUARTERLY REPORT DETAILING ACTIVITY IN THE HOUSING DEPARTMENT'S RENTAL RIGHTS AND REFERRALS PROGRAM

This report covers activity in the Rental Rights and Referrals Program for the fourth quarter of the 2002-03 Fiscal Year. The Rental Rights and Referrals Program (Program) provide education and information to protect tenants' and landlords' rights and to improve relations between the two parties. In the case of a rental dispute between a landlord and tenant, knowing the law, having access to resources, and exploring options, can minimize conflict.

Program Highlights

Major actions completed during the fourth quarter of FY 2002-03 include:

- **Summerset Mobilehome Case** – On May 16, 2003, the Summerset Estates Mobilehome Park, LLC, settled the case with all 112 residents impacted by the potential rent increase filed with the Program on January 2, 2003. The settlement agreement allows for a \$39 per month rent increase for all of the spaces in the park (the original petition was for a \$620 per month increase). Additionally, the park owner agreed to complete several improvements to the park within a 90-day time period. These improvements include improving access and facilities within the clubhouse, resurfacing streets, improving landscaping in community areas and addressing drainage problems throughout the park. The positive outcome of this case is attributed to the commitment and persistence of the Summerset Mobilehome park residents.
- **Phone Tree** – During the month of June, the Program implemented the final outstanding recommendation made by the Auditor in March of 2002. The system now answers calls coming from outside lines twenty-four hours a day. All of the information available in the tree may be accessed in both English and Spanish. The phone tree technology also provides weekly statistical reports tracking all calls that travel through the system.

August 4, 2003

Subject: Quarterly Report Detailing Activities in the Housing Department's Rental Rights and Referrals Program

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- **Rental Housing Market Determination** – On April 1st, 2003, Director of Housing determined that the City of San José is not experiencing a Severe Rental Housing Shortage. Based on information for the first quarter of 2003, the San José rental housing market has a 7.1% vacancy rate. The impact of these findings is that, effective May 1, 2003, “no-cause” notices served to tenants living in rent-controlled properties will be 90-day notices, for those tenants who have lived in the unit for more than one year.

Quarterly Reports

The following reports are included in this document:

- **Public Outreach Report** – Staff made ten presentations to a wide variety of community groups educating residents on tenant and landlord rights provided by the Rent Control Ordinance. A detailed list of each outreach event is attached to this report (Attachment A).
- **Database Reports** – During the fourth quarter of FY 2002-03 the Rental Rights and Referrals Program received twelve 30-day notices, eight 60-day notices, and two 90-day notices. Information from this database is attached to this report (Attachment B). In addition, the call log database tracked 565 inquiries during the fourth quarter of FY 2002-03. A detailed report showing the data collected is attached to this report (Attachment C).
- **Case Log Report** - The number of petitions filed with the Program between April 1, 2003 and June 30, 2003 was 11. During the fourth quarter of FY 2002-03, the Program received petitions for the first two requests for arbitration regarding a 60-day notice since the effective date of the ordinance changes. Information regarding these cases and others is attached to this report (Attachment D).
- **Auditor's Report** – During the month of June, the Rental Rights and Referrals Program completed the final outstanding auditor's recommendation by implementing a new phone tree system. A detailed chart describing the status of the auditor's recommendations is attached to this report (Attachment E).
- **Implementation of the Mayor's Recommendations** – On June 4, 2002, the Mayor and City Council adopted a list of recommended changes to the Program based on the Mayor's Rental Housing Task Force recommendations. A detailed chart describing the status of these recommendations is attached to this report (Attachment F).


LESLYE CORSIGLIA
Director of Housing

Public Outreach Report

Date: April 1, 2003

Type: Neighborhood Academy Presentation

Audience: Neighborhood Group

Location: Neighborhood Development Center – 105 Bascom Avenue

Participants: 17

The Rental Rights and Referrals Program staff and a representative from Code Enforcement made a presentation to the neighborhood group. Staff members described City services available to the neighborhood group. The speakers addressed several questions and the presentation was well received.

Date: April 10, 2003

Type: San José State University's Off-Campus Housing Fair

Audience: San José State University Students

Location: San José State University

Participants: 150

Program staff from Rental Rights and Referrals participated in the San José State University's Off-Campus Housing Fair. The event serves as a resource for students of San José State University to receive information, to meet local business, government and community-based organizations, and to learn of the services available. Rental Rights and Referrals Program staff participated in this event by distributing landlord/tenant information regarding Rent Controlled apartments and recent changes of the City San José's Rent Control Ordinance.

Date: May 14, 2003

Type: Property Managers Meeting

Audience: City Agencies and Non-Profit Agencies

Location: Santee Neighborhood Action Center

Participants: 17

The purpose of the meeting was to provide information to City attendees and property managers who own property covered by the Rent Control Ordinance and to provide information on the recent changes to San José's Rent Control Ordinance. The Rental Rights and Referrals Program speaker addressed several questions and the presentation was well received.

Date: May 25 / 26, 2003

Type: Resource Families and Communities (RFC) Multicultural Festival

Audience: Neighborhood Associations and Community Organizations

Location: San José Historical Park

Participants: 2,500

The Multicultural Festival is a community fair that brings people together to enjoy a day of full activities. On May 25 and May 26, 2003 the Rental Rights and Referrals Program, Code Enforcement, and Legal Aid Society provided a workshop for the community on tenant/landlord rights and responsibilities. Rental Rights and Referrals Program staff participated in this event and served landlord/tenant information (brochures); English 250; Spanish 400; Vietnamese 650.

Attachment A

Date: June 4, 2003
Type: The 3rd Annual Silicon Valley Job and Resource Expo
Audience: Job seekers
Location: San José Convention Center
Participants: 350

The Silicon Valley Workforce Investment Network hosted a Job and Resource Expo at the City San Jose Convention Center. Most of the organizations provided information regarding each Program and services available. Rental Rights and Referrals Program staff provided information to the participants regarding new law “no cause” notice requirements for eviction. Program staff addressed several questions and provided 350 brochures “no cause” notice requirements to the public.

Date: June 8, 2003
Type: Community Resource Fair 2003
Audience: Neighborhood Associations and Community Organizations
Location: San José Historical Park
Participants: 3,700

The office of Councilmembers, Chuck Reed, David Cortese, Forrest Williams, Terry Gregory, with the support of the office of City Manager and many prominent Santa Clara County Vietnamese organizations, organized the second annual *Community Resource Fair 2003*. Several departments of the City of San José, the County of Santa Clara, and additional non-profit organizations in our area provided information and assisted the community in gaining full access to the programs and assistance that local government and non-profit agencies can provide. Rental Rights and Referrals Program served landlord/tenant information (brochures); English 150, Vietnamese 3,550.

Date: June 28, 2003
Type: Blackford Pride Day
Audience: Hoffman/Via Monte Neighborhoods
Location: Chris Hotts Park
Participants: 150

Councilmember Pat Dando organized the District 10 Blackford Pride Day at Chris Hotts Park, located behind the Hoffman/Via Monte Strong Neighborhoods Initiative office. The Rental Rights and Referrals Program staff distributed fact sheets in both English and Spanish to the residents of the Via Monte community. There were approximately 150 people from the community in attendance.

Date: July 10, 2003
Type: Neighborhood Development Center (NDC) - English
Audience: Neighborhood Academy
Location: 105 North Bascom Avenue
Participants: 11

The Neighborhood Development Center provides training to neighborhood advocates that want to create new homeowners associations. Program staff made a presentation in English at the NDC office to the homeowners association group. Eleven (11) people attended, including staff. Reference material was distributed, presentations were made regarding the existing apartment ordinance, the new California law that went into effect January 1, 2003, allowing 60-day notices, and the amendment to the ordinance that went into effect in July 2003. Following the presentation, there was a question and answer session.

Attachment A

Date: July 8, 2003

Type: Neighborhood Development Center (NDC) - Spanish

Audience: Neighborhood Academy

Location: 105 North Bascom Avenue

Participants: 12

The same presentation was made in Spanish at the Neighborhood Development Center for the monolingual neighborhood advocates that want to set up their own homeowners association. Twelve (12) people attended, including staff. Reference material in Spanish was distributed, presentations were made regarding the existing apartment ordinance, the new California law that went into effect January 1, 2003, allowing 60-day notices, and the amendment to the ordinance that went into effect in July 2003. Following the presentation, there was a question and answer session.

30/60/90-Day Notice Information

Attachment B

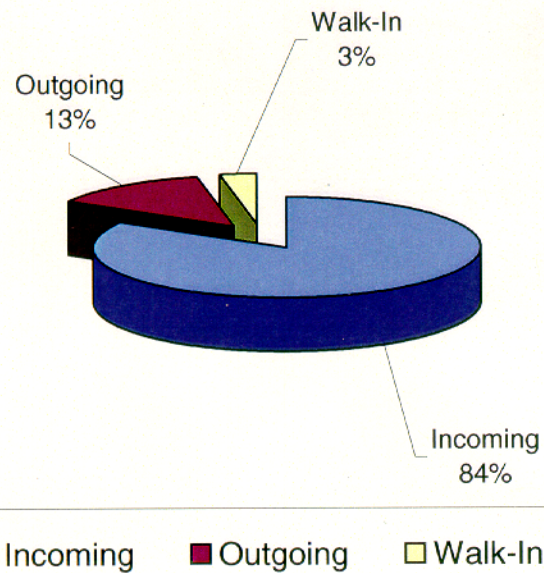
Second Quarter FY 2003-04

Notices to Vacate			
Address Street Number	Zip Code	Date Served	Date Received
30-Day Notices			
1365 Lexington Drive #2	95117	5.12.03	5.21.03
485 E. Reed St. #2	95112	6.07.03	6.11.03
2748 Lucena Drive	95111	5.19.03	6.11.03
2247 McLaughlin Ave. #3	95122	6.24.03	6.24.03
2233 McLaughlin Ave. #1	95122	6.24.03	6.24.03
1008 Ravenscourt Drive #4	95128	6.09.03	6.16.03
1011 Leigh Ave. #4	95128	6.15.03	6.18.03
3930 hamilton Ave. #3	95132	6.09.03	6.10.03
516 N 17th St.	95112	4.29.03	4.29.03
1193 E. San Antonio #4	95116	5.20.03	5.20.03
2308 Pauline Drive #C	95124	4.29.03	5.03.03
485 E. Reed St. #3	95112	6.07.03	6.11.03
Total: 12			
60-Day Notices			
947 Arnold Way	95128	5.07.03	6.03.03
1456 Glen pire Drive	95129	4.28.03	4.29.03
2382 Lucretia Ave. #3	95122	4.25.03	4.25.03
445 N. 26th St. #11	95116	5.02.03	5.05.03
483 Maripora Ave. #5	95129	5.08.03	5.12.03
234 Roundtable Drive	95111	6.02.03	6.04.03
3035 Wasthero Drive #1	95127	6.13.03	6.13.03
3794 Ross Ave.	95124	5.28.03	6.02.03
Total: 8			
90-Day Notices			
4351 Hamilton Ave. #1	95130	5.21.03	5.22.03
498 S. Willard Ave. #A	95126	5.20.03	5.21.03
Total: 2			
Total: 22			

Incoming	473
Outgoing	74
Walk-In	18
Total	565

Service Type Percentages

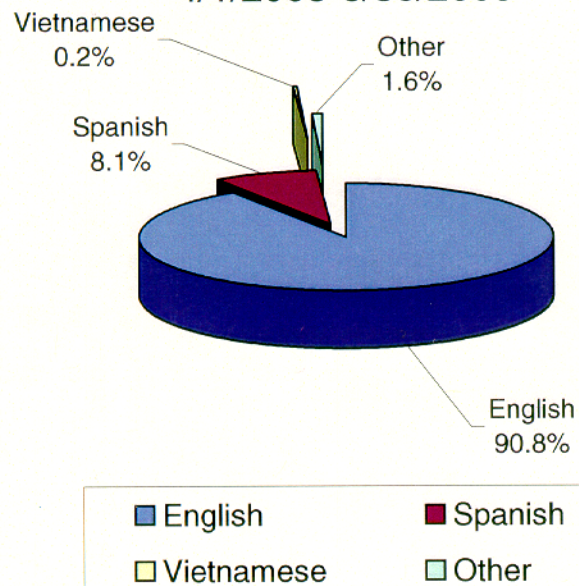
4/1/2003-6/30/2003



English	513
Spanish	46
Vietnamese	1
Other	5
Total	565

Language Percentages

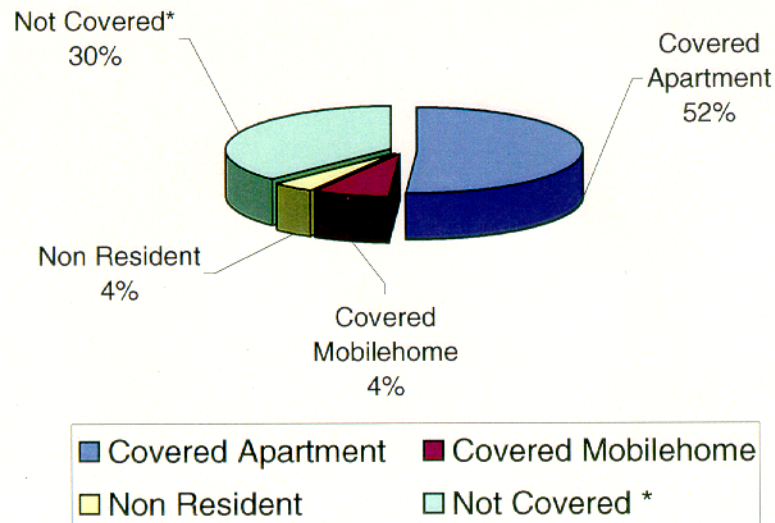
4/1/2003-6/30/2003



Covered Apartment	289
Covered Mobilehome	42
Non Resident	23
Not Covered *	211
Total	565

Ordinance Coverage

4/1/2003-6/30/2003



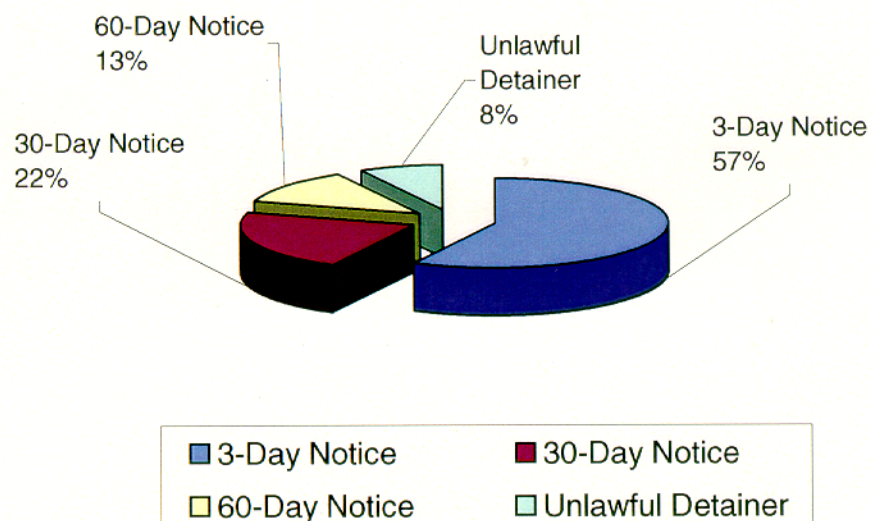
* Not Available refers to callers who were not at their given number when staff returned their call.

* Not Covered refers to calls staff received but were not covered by the Rent Control Ordinance.

3-Day Notice	37
30-Day Notice	14
60-Day Notice	8
Unlawful Detainer	5
Total	64

Eviction Types Assisted

4/1/2003-6/30/2003



Rental Rights and Referrals Program

Attachment C

Data for January 1 - June 30, 2003

Number of Inquiries

	January	February	March	April	May	June	Total	Percent
Incoming Phone Calls	140	129	129	162	114	197	871	77%
Returned Phone Calls	66	48	37	58	13	3	225	20%
Walk-in	8	2	3	10	5	3	31	3%
Total	214	179	169	230	132	203	1127	100%

Languages Spoken

	January	February	March	April	May	June	Total	Percent
English	196	162	161	210	121	182	519	92%
Spanish	13	14	6	17	10	19	33	6%
Vietnamese	0	0	1	0	0	1	1	0.2%
Other	5	3	1	3	1	1	9	2%
Total	214	179	169	230	132	203	562	100%

Referral Topic

	January	February	March	April	May	June	Total	Percent
Deposit	28	23	26	40	16	47	77	10%
Maintenance	11	10	7	11	3	12	28	3%
Allowable Rent Increase	22	23	19	24	13	18	64	8%
Rights	165	140	138	174	100	105	443	55%
Ordinance	16	70	58	103	69	19	144	18%
Eviction	16	9	23	27	17	28	48	6%
Total	258	275	271	379	218	229	804	100%

Referrals

	January	February	March	April	May	June	Total	Percent
Code Enforcement	22	18	13	27	11	12	53	20%
Asian Law Alliance	1	10	11	14	10	3	22	8%
Legal Aid Society	64	50	70	71	39	51	184	71%
Total	87	78	94	112	60	66	259	100%

Rental Rights and Referrals Program Case Log Report
Fourth Quarter FY 2002-03

Attachment D

General Information						Violation Type*							Mediation and Arbitration Process					Disposition of Cases
Address Street Number	Zip Code	Date Filed	Date Approved	# Of Petitions	Ineligible Petitions	%	SR	Notice	HC	Freq	Rights		Mediation Voluntary	Decision	Arbitration Voluntary	Decision	Closed	
5475 Prospect Rd. #101	95129			1			1					1	5/6/2003				5/7/2003	The tenant and landlord came to a voluntary agreement. The landlord agreed to fix the plumbing problems and the tenant is satisfied and happy living in her apartment.
1020 Almaden Ave #4	95110	04/18/03	4/18/2003	1			1					1	5/19/2003				5/20/2003	The tenant and landlord came to a voluntary agreement. Landlord agreed to return the full deposit of \$700 when the tenant moves out.
554 S. 5th St. #7	95112	04/18/03	4/18/2003	1			1					1	5/29/2003				current	The hearing was conducted in Spanish and English on 5/14/03. After the decision was received, the owner requested an appeal. Arbitration was scheduled for June 30, 2003.
1421 El Dorado #4	95002	04/21/03	4/21/2003	1			1					1					4/29/2003	The tenant and landlord reached an agreement before scheduled hearing.
2032 Southwest Ex #30	94080	04/24/03	4/24/2003	1			1					1	5/22/2003		7/16/2003		7/16/2003	After mediation, the hearing officer set the rent at \$1245 per month. The landlord appealed the decision and the case was scheduled for arbitration, but the landlord party did not attend. Therefore, the mediation decision stands.
3537 Alden Way #2	95117			1				1							6/24/2003		6/25/2003	This case was the first arbitration held to determine the outcome of a 60-day notice served to a rent controlled apartment. The arbitrator awarded the tenants the maximum time allowable, indicating a move-out date of July 31, 2003.
1541 Flanigan Dr. #162	95121	05/02/03	5/2/2003	1			1						5/30/2003				6/10/2003	The tenant and landlord reached an agreement before scheduled hearing.
1421 El Dorado #4	95002	05/07/03	5/7/2003	1			1					1	5/19/2003				5/19/2003	The tenant and landlord reached an agreement at the hearing.

Rental Rights and Referrals Program Case Log Report
Fourth Quarter FY 2002-03

Attachment D

General Information						Violation Type*							Mediation and Arbitration Process					Disposition of Cases
Address Street Number	Zip Code	Date Filed	Date Approved	# Of Petitions	Ineligible Petitions	%	SR	Notice	HC	Freq	Rights	Mediation Voluntary	Decision	Arbitration Voluntary	Decision	Closed		
721 Menker Ave	95128	05/07/03	5/8/2003	1			1				1						current	The hearing was conducted in Spanish and English on June 9 and continued on July 3, 2003. The hearing officer awarded the petitioners \$1,414.48. No appeal at this time.
121 N. 8th St.	95112	05/07/03	5/7/2003	1		35%	1				1		6/10/2003				6/24/2003	A mediation hearing was conducted on June 5, 2003. The landlord did not appear at the hearing. Documentation provided by landlord did not meet their burden of proof. The rent increase of 34.7% served to tenant was denied by the hearing officer. The hearing officer approved an 8% rent increase which will be \$918.00 per month.
2200 Curtner Ave #23	95008	05/28/03	6/6/2003	1			1				1		7/8/2003				pending	The tenant was awarded \$48 for a service reduction claim. This decision has not yet been appealed by either party.
3035 Westboro Dr. #1	95127	06/17/03	6/18/2003	1				1									current	The tenant received a 60-day notice and requested an arbitration to determine the move-out date. The hearing will be held on July 28, 2003.
Totals for Fourth Quarter FY 2002-03:				12	0	0	10	2	0	0	9	3	5	0	2			
Total Petitions Filed:				12		3%	83%	17%	0%	0%	75%							

*Each petition may have more than one type of violation indicated.

Legend	
Rent Increase Beyond 8%	%
Service Reduction	SR
60-Day Notice	60
	Notice
Housing Code Violation	HC
Frequent Rent Increase	Freq
Notification of Rights	Rights

Implementation of Auditor's Recommendations

Changes are indicated in italics

Improve Management Information			
Action	Source / Referral	Critical Dates	Status
Create a database to capture and analyze Program data	Audit Rec #1	July 1, 2002	Complete – The database was in place on April 1, 2002
Complete a staffing plan – evaluating work load and appropriate classifications for the Program	Audit Rec #2	March 2002	Complete – Two Analysts were hired during the month of May 2002
Update job descriptions, goals and objectives for the Program	Audit Rec #5	March 2002	Complete – Included in the follow-up report to the Auditor's Office
Collect data regarding the size of apartment complexes for clients seeking assistance from the Program	Audit Rec #3	December 2002	Complete – Database collects this information
Establish phone tree system for the Program	Audit #7	<i>June 2003</i>	<i>Complete – The phone tree was completed and live in June 2003</i>
Increase Marketing and Outreach Efforts			
Build stronger relationships with community-based organizations – track referrals made to nonprofits	Audit Rec #4	Ongoing	Complete – Program staff attends several community outreach activities on an ongoing basis
Update public outreach materials	Audit Rec #4	July 1, 2002	Complete – New brochures were designed and printed
Target outreach to specific geographic areas and non-English speaking residents	Audit Rec #4	Ongoing	Complete – The brochures were printed in English, Spanish and Vietnamese
Incorporate and improve the Program's web page into the Housing Department's website	Audit Rec #6	September 2002	Complete – A new website was launched on September 5, 2002
Provide landlords with information brochures in at least three languages	Audit Rec #10	July 1, 2002	Complete – In early July the new brochures were printed in three languages and were sent to all landlords covered by the ordinance
Improve Service to Commissions			
Reorganization and consolidation of commissions	Audit Rec #8, 9	July 1, 2002	Dropped - Commissions voted to maintain the two independent advisory boards
Produce monthly reports for commission meetings – including reports produced by the database	Audit Rec #8	Ongoing	Complete – each commission receives a bi-monthly database report
Implement Program Policy Changes			
Implement program changes as adopted by the City Council – copies of 30-day notices	Audit Rec #11	July 18, 2002	Complete – A new database has been created to track 30-day notice data

Updated 7/16/03

Implementation of Mayor's Recommendations Adopted on June 4, 2002

Changes are indicated in Italics

Rec. No.	Mayor's Recommendations	Implementation Status
A1	Amend Section 17.23.030, by creating a requirement that all new Tenants receive information stating that their unit is covered by rent control and services available to them within 72 hours of their tenancy.	Complete - This item was brought forward by the Mayor and Councilmember Campos and approved by the City Council in February 2002.
A2	Amend the Rent Control Ordinance to require landlords (in rent-controlled properties) to send all eviction notices to staff along with a written notice indicating the name of tenant being evicted, the tenant's telephone number (if available to landlord), physical address and mailing address, and the rent being charged at the time of eviction; this notice should be mailed to City no less than 5 days after service of the notice. Information provided in this notice would be for City purposes only and not shared with the general public.	Complete – The ordinance change has been adopted and became effective on July 18, 2002. A database has been created to collect 30-day notice information. Program staff is updating the database on an ongoing basis.
A3	Amend the rent control ordinance to require landlords to respond to city requests for additional information as a result of on-going investigations of potential violations and/or random compliance with the ordinance.	Complete – The ordinance change became effective on July 18, 2002. As the Program receives eviction notices, staff is following up with a sample of the evictions filed to collect information regarding the new tenants of the rental units.
A4	The City Auditor should evaluate the Rent Control ordinance in three years. He should review all rental eviction notice requirements. The Auditor should use the guidelines that the Task Force recommends and any other guidelines he determines.	Complete – The Program will be prepared for an audit within the next three years to reflect on the changes currently being made to the Program.
A5	Amend the Rent Control ordinance to require property owners to submit all 30-day eviction notices.	Complete – The ordinance became effective on July 18, 2002.
A6	Amend the Rent Control Ordinance to require rent-controlled property owners to maintain records that include this Rent Control Ordinance Disclosure signed by the property owner and the tenant. Upon request by the City, the property owner must provide this information.	Complete – The ordinance became effective on July 18, 2002.

Rec. No.	Mayor's Recommendations	Implementation Status
B1	The City should revise the Rent Control ordinance refinance pass-through provisions to assure that the cost of an equity refinance be passed through to tenants unless there is a nexus between the equity refinance and the property.	Complete – The ordinance change became effective on July 18, 2002.
B2	The Task Force recommends that the City should hire a consultant to complete an economic study. This study will review the Rent Control allowable rent increases and provide helpful economic information to the Mayor and City Council to assist in their decision-making process.	<i>On May 15th the Advisory Commission approved the scope of services and the request for proposals was sent out to twelve consultant firms. At the July 17th meeting, the Commission was unable to agree on a recommendation regarding the selection of a consultant. On August 18th a special meeting will be held to complete the selection process.</i>
C1	Any information provided by the City to landlords and tenants should be identical when possible. The Administration is currently modifying brochures and educational information to tenants and landlords in rent-controlled units. When possible, this information should be easy to read and merged to increase awareness and education in the rental community.	Complete – New brochures for both tenants and landlords have been completed. All information is now identical for both tenants and landlords.
C2	The City should provide certificates to good tenants and good landlords. These certificates should be tied to an educational program and have incentives for completing the program (See Permit program, recommendation C11).	Complete – The Project Blossom tenant/landlord educational program distributes certificates to all program participants.
C3	The City should provide tenants and landlords with an educational and service directory that provides pertinent information regarding services that are available to them. Services should include: code enforcement, rental dispute program information, housing services, etc.	Complete – The reverse side of the new brochure is a list of services available to tenants – complete with address and telephone numbers of each agency.
C4	All information regarding city services and the rent control ordinance provisions should be presented in multiple languages, including English, Spanish and Vietnamese.	Complete – The new brochures are available in the following three languages: English, Spanish and Vietnamese.
C5	The City should do outreach to the public through community events. These presentations should include information regarding services available to tenants and landlords, the function of City departments, and tenant/landlord rights under the ordinance.	Complete – Program staff is attending several public events and is keeping a rolling calendar of events as they are planned. A list of these outreach activities is attached to the Quarterly Report.
C6	The City should apply for HUD grants to provide and expand their community education efforts. The Administration is directed to research new funding opportunities available to improve our housing goals.	<i>Complete – A full grant was awarded to the Program for Community Development Block Grant funds. However, staff was notified that the Healthy Venture Neighborhood Fund application was denied. Staff will research funding opportunities on an ongoing basis.</i>

Rec. No.	Mayor's Recommendations	Implementation Status
C7	Direct the Administration to review the feasibility of a implementing grading program where good and bad landlords are graded based on standards that the City determines as part of the program.	<i>Staff from the Housing Department and Code Enforcement is working together to outline a Program to meet these goals. A committee made up of staff from the Housing Department, Code Enforcement and the Attorney's Office met on May 23rd to begin brainstorming concepts that would implement the program. The group will continue to meet to discuss further program design and implementation.</i>
C8	The City should collect and monitor the complaints received by tenants. This information should be used as a red flag when there are multiple complaints filed with one landlord. The City should then proactively investigate the claims.	Complete - Information regarding calls is collected on an ongoing basis. Code Enforcement has created a web based search system that allows internal City users to track Code Enforcement complaint cases by address and Council District. The Code Enforcement confidential CES track system has been installed on Supervisor's computers in the Call Center.
C9	The Administration should continue its current efforts on outreach, through code enforcement, community coordinators, the "driveway" team and many other City departments that already perform significant outreach in the community.	Complete – Code Enforcement has included all new rental rights and referrals information in the Project Blossom training classes for both tenants and property owners/managers. Routine multiple housing inspectors hand out Rental Rights and Referrals Program outreach materials when they do routine apartment building inspections.
C10	Staff is directed to expand its current efforts to promote Project Blossom's educational classes. Staff should look into expanding the tenant educational workshops. Staff should refocus two of the current landlord courses to focus on tenant issues. The City should promote the educational component especially when there are various warnings of problems.	Complete – During FY 2002-03, Project Blossom has held eight training sessions for landlords and two tenant training sessions, serving approximately 700 total citizens. The Program provided three additional trainings for tenants over and above the prior year, while continuing to provide the same number of trainings for landlords. Due to current budget uncertainties, goals for the Program have not yet been set for FY 2003-04.
C11	In addition to expanding Project Blossom educational classes, the City should create an incentive program for those landlords that attend the educational program. Owners that attend the training should pay less for the residential occupancy permit than those who decide to not attend the program.	<i>The committee made up of internal staff members also considered this proposal at the meeting on May 23rd. Staff will continue to work with the Attorney's Office to determine if this type of fee would be legal.</i>
D1	Implement additional penalties for non-compliant owners.	Complete – The ordinance change has been adopted and will become effective on July 18, 2002.

Rec. No.	Mayor's Recommendations	Implementation Status
	Mayor Gonzales and Council Member Cortesé directed the Administration to create a mediation service available to landlords and tenants who wish to resolve eviction disputes voluntarily.	Complete – Tenants living in rent-controlled units may now petition for mediation for receipt of a 30-day notice.
	Mayor Gonzales and Council Member Cortesé directed the Administration to adjust the fees charged to landlords under the rent control ordinance in order to recover the City's costs for the additional services or enforcement that will be required as a result of the proposed amendments to the Rent Control Ordinance.	Complete – On November 26, 2002, the City Council approved a fee increase for the Program. The increase was effective immediately and will provide the funding necessary to implement changes to the Program.